

# Wanda

## A Virtual Customer

Wanda is a 34-year-old single parent, with two kids, ages 9 and 12. She's working full-time as a cashier at a grocery store at \$11 an hour. She has a high school diploma, but no other significant training. She is sharing housing with her sister to keep expenses down. She pays a neighbor to watch the kids after school until she gets home from work. Her sister works full-time, but she occasionally watches the kids in the evening when the need arises.

Wanda has a long-standing interest in physical therapy. After doing some labor market research with her employment case manager, Wanda has decided to follow a career path that will involve going to school to get her associate's degree to be a physical therapist assistant. She'd like to start going to community college half-time to get the associate's degree she'll need.

Wanda knows she will have to continue working while she is in school, but has considered a possible move to a physical therapist aide position. Her research has shown that the starting wage for physical therapist aides in King County is \$10/hour—less than her current wage. However, she has discussed with her employment case manager that it might be an advantage to be working in a position that is more closely related to her ultimate career goal.

She has also considered staying at her current job and cutting back her hours to manage a half-time school workload, and, of course, she'll make less money if she does that. She's concerned about whether she can afford either of these options, since she is currently just covering her expenses.

## Wanda's Options

### Testing the Impact of 3 Different Scenarios

Test 1	Test 2	Test 3
<ul style="list-style-type: none"> <li>• Keep current job</li> <li>• Reduce hours to 30 hours per week</li> <li>• Enroll in Physical Therapist Assistant training program</li> <li>• In school ½ - time for 4 years</li> </ul>	<ul style="list-style-type: none"> <li>• Physical Therapist Aide job</li> <li>• Full-time work</li> <li>• Enroll in Physical Therapist Assistant training program</li> <li>• In school ½ - time for 4 years</li> </ul>	<ul style="list-style-type: none"> <li>• Physical Therapist Assistant job</li> <li>• Full-time work</li> <li>• After completing Physical Therapist Assistant training program (4 years)</li> </ul>
<ul style="list-style-type: none"> <li>• Pays \$11/hour, 30 hours per week</li> </ul>	<ul style="list-style-type: none"> <li>• Pays \$10/hour, 40 hours per week</li> </ul>	<ul style="list-style-type: none"> <li>• Pays \$19/hour to start</li> </ul>